

Received & Inspected

MAY 28 2013

FCC Mail Room

812 Hildean Drive
Lexington, KY 40502
May 20, 2013

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th St., SW
Washington, D.C. 20554

Dear Ms. Dortch,

I depend on captioning in order to communicate with others by telephone.

I wear two hearing aides but am still unable to understand telephone conversations without captioning.

It is very inconvenient to have my personal telephone (I am the only one using it) in the "caption off" mode.

I hope you will reconsider this unwarranted impediment to my hearing on the telephone and reinstate automatic captioning.

Sincerely Yours,

Virginia B. Long

Virginia B. Long
859-277-3100
e-mail: valong25@gmail.com

RE; DOCKET # 13-24 and 03-123

No. of Copies rec'd 0
List ABCDE

Received & Inspected

MAY 28 2013

FCC Mail Room

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

CG Docket Nos. 13-24 and 03-123

I am writing to express my concern about a recent change to captioned telephone service that requires my phone to be in the "captions off" mode at the beginning of every call. As someone who depends on captioning in order to communicate with others over the telephone, this is extremely inconvenient.

I have significant hearing impairment and hearing over the telephone is particularly difficult for me. Captioned telephone service makes an enormous difference in my life. With captioning, I can stay in touch with my family and friends and easily conduct business over the phone. I know that in an emergency I will be able to get the help I need. There is no one else in my home who uses my captioning telephone without needing it, so forcing me to begin every call with captioning in the "off" setting is unwarranted. I now must take extra steps in order to have a phone conversation similar to anyone without difficulty hearing on the phone.

I hope that the FCC will reconsider this change based on the needs of people like me.

Sincerely,

Barbara A. Johnson
Printed Full Name

9606 Sonjo Ct.
Street Address

Fairfax
City

VA
State

22032
Zip Code

Barbara A. Johnson
Signature

5/23/13
Date

Note: This letter will be filed into an official FCC proceeding. All information submitted including names and address will be publicly available via the web.

No. of Copies rec'd
List ABCDE

0

**HAROLD S. PARROTT
7414 SPRING VILLAGE DR.—APT. 219
SPRINGFIELD, VA 22150-4901**

May 23, 2013

Received & Inspected

MAY 28 2013

FCC Mail Room

Ms. Marlene H. Dortch,
Secretary
Federal Communications Commission
445 12th St., SW
Washington, D. C. 20554

RE: CG Docket Nos. 13-24 and 03-123

Dear Ms. Secretary:

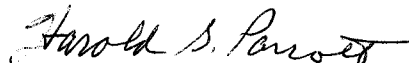
I am 95 years old with very poor hearing, particularly when using a telephone. I have caption telephone service and use it whenever I receive or make a telephone call. I am writing because of my concern of the effect of your recent regulation requiring users of caption telephones to manually turn captions on whenever they receive or place a telephone call. Before I had the caption telephone installed I was unable to understand voice delivered on telephone. The caption service has been a godsend, enabling me to converse on the telephone.

It is my understanding that the reasoning behind the action of the Federal Communications Commission is the fear that normal hearing persons are using the caption service. I can't believe that anyone with normal hearing would resort to caption service. I certainly wouldn't. There are in place requirements to assure that applicants seeking free installation of caption phones have in fact deficient hearing. Of course that doesn't guarantee that a normal hearing person won't use caption service if it is available.

Caption service is not 100 percent accurate. Because it is based on sound words in text are often inaccurately reproduced. For example, the word "too" may appear in text as "two". Nevertheless, caption service is much superior to voice communication for those who suffer hearing impairment.

In view of the stifling effect of requiring the caption service to be manually initiated each time a telephone call is received or made I respectfully urge the Commission to revisit this regulation and upon consideration revoke it.

Sincerely yours,



Harold S. Parrott

No. of Copies rec'd 0
List ABCDE

5010 Ashwood Dr.
Baytown, Texas 77521-2906
May 22, 2013

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Received & Inspected

MAY 28 2013

FCC Mail Room

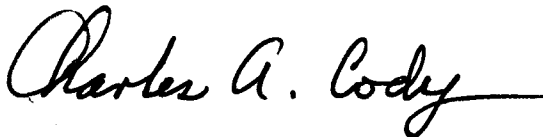
- Secretary Marlene H. Dortch
- HLAA email
- TDI email

Subject: Changes to Internet-based telephone captioning services
CG Docket Nos. 13-24 and 03-123.

This is in response to the new rule requiring me to turn on captioning on my phone every time I answer. I am 81 years old, wear two hearing aids, and glasses. My wife is 83, almost deaf, with dementia so she does not understand how to do anything more than just pick up the phone. I move slowly, usually have to untangle the cord before I can pick up. This extra requirement really makes no sense, and is an unnecessary additional burden on us.

How in the world can anyone in your department think this will in any way prevent misuse of the captioning service? Our taxpayer resources would be better put to use eliminating real fraud by persons capable of working who are getting disability payments. I know of a case where a person quit their job (able to work), and is making more in disability and other allowances than she made when employed. Yes, I know that is not an FCC function, but you obviously have unneeded personnel who could be transferred to the proper department or be terminated.

Thank you,



Charles Cody, Baytown, Texas
281-424-7060

No. of Copies rec'd _____
List ABCDE _____